

Make sure your home is energy efficient



citizens
advice

You might be able to cut your energy bills by making your home energy efficient. For example, you could:

- make sure you're using your central heating effectively
- check if you could get an energy efficiency grant or loan
- use less electricity and gas

You can contact your local Citizens Advice for help with this.

If you have access to the internet, you could do a home energy check on the Simple Energy Advice website: <https://www.simpleenergyadvice.org.uk/energy-efficiency/reduce-bills>.

You'll answer some questions and get a report telling you what savings you could make.

You could also get a smart meter installed – the display shows how much energy you're using. This can help you track your energy use and save money.

You won't be charged for your smart meter. Contact your supplier if you want one. If your supplier can't offer one yet, you could switch to a new supplier that can provide one.

You might have to pay a penalty (exit fee) if you change supplier or tariff before your current deal ends. There's no exit fee if you switch when your contract ends.

Contact your local Citizens Advice if you need advice about switching your energy supplier.

Check your central heating

You can save money and use less energy by making sure your central heating is set up properly.

Use controls like timers and thermostats if you have them so the heating only comes on when you need it.

You can find out how to use heating controls on the Energy Saving Trust website: <https://www.energysavingtrust.org.uk/home-energy-efficiency/thermostats-and-controls>.

If you can't access the internet, contact your local Citizens Advice for help.

If your central heating isn't working

Try to get it fixed as soon as possible – using electric heaters costs more. If you rent, ask your landlord to fix the heating. It's their responsibility to make sure your heating works.

If your landlord won't fix the problem, you can complain to your local council or letting agent if you have one. You can also contact your local Citizens Advice for help.

Check if you can get an energy efficiency grant or loan

Government schemes can help you save money and reduce your energy use. The main schemes are:

- in England, the Energy Company Obligation (ECO)
- in Wales, ECO and Nest

Energy Company Obligation (ECO)

If you're on certain benefits, you might be able to get a grant for a new boiler or insulation.

You might also qualify if you:

- are on a low income
- have a health condition
- live in social housing with an energy efficiency rating of E, F or G

If you live in social housing, you can ask your landlord or housing association about the energy efficiency rating of your home.

Check the energy grants calculator on the GOV. UK website to see if you qualify for a grant: <https://www.gov.uk/energy-grants-calculator>.

If you don't have access to the internet, contact your local Citizens Advice for help.

Nest – Wales only

If you live in Wales, you could get help to:

- reduce your fuel bills
- manage your money
- understand what benefits you're entitled to

Anyone in Wales can get free advice from Nest.

You could also get help to pay for home energy efficiency improvements if both of the following apply:

- your home is privately owned or privately rented
- your home has an energy efficiency rating of D, E, F or G

To get Nest-funded home improvements either of the following must also apply:

- someone living in your home has a low income and a respiratory, circulatory or mental health condition
- someone living in your home gets a means-tested benefit like Child Tax Credit

Means-tested benefits are the ones you get if your income and savings are below a certain level.

For more information, visit the Nest website: <https://nest.gov.wales/en/>.

You can also call Nest on 0808 808 2244.

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